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Governor

STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION

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Name of Organization: Subcommittee on Communication Services for
Persons Who Are Deaf or Hard of Hearing and
Persons with Speech Disabilities of the Nevada
Commission on Services for Person with Disabilities

Date and Time of Meeting: July 16, 2010
10:00 A.M.

The meeting was held through a simultaneous video conference conducted at the
following locations:

Carson City: Nevada Department of Health and Human Services
4150 Technology Way, Room 303
Carson City, NV 89706
(775) 684-4200

Las Vegas: Desert Regional Center
1391 South Jones Boulevard
Las Vegas, Nevada 89146
(702) 486-6200

Members Present: Betty Hammond, Karen Pearl, Linda Raymond (Chairperson),
Catherine Bennett and Catherine Pearce

Absent: Denise Phipps, Jana Spoor, Dennis Granata and Kim Ryan,

State Staff Present: Melanie Stevens

Interpreters: Kelli Blair and Haley Jeeter

CART: Karen Yates

Guests: Myron Goldman, David Strom, Gary Shade, Martin Florsheim, Dolores Goldman, William T. Moran Jr. and Norma Lea Chrismon

I. Welcome and Introductions

The meeting was called to order at 10:10 am by Ms. Raymond, Chairperson. Introductions were made by all present for the record; it was established that a quorum was present. It was determined Mr. Goldman had not been approved to the subcommittee through the Nevada Department of Health and Human Services (DHHS) yet, so he will be considered a member of the public for this meeting and not a Subcommittee member.

II. Approval of the Minutes from the December 15, 2009 Meeting

A motion to approve the minutes was offered by Ms. Pearl, seconded by Ms. Pearce and unanimously approved.

III. Chairperson Will Lead Subcommittee Discussion on the Following

- **Solicit Input for Filling the Open Position for “Educational Interpreter Performance Assessment (EIPA) Interpreter” on the Communication Services for Persons Who Are Deaf or Hard of Hearing and Persons with Speech Disabilities Subcommittee**

Ms. Raymond explained this position had formerly been held by Kim Holloway; however she has moved out of state and needs to be replaced as a subcommittee member. Ms. Hammond recommended Merideth Aurs to represent an EIPA interpreter on the Communication Services Subcommittee. Ms. Raymond agreed adding that she is very balanced in that she is involved in many deaf and hard of hearing activities. The subcommittee agreed and will proceed with getting her on board to the subcommittee.

- **Query the Future Use of Video Conferencing**

Ms. Raymond asked for input from the subcommittee on how they felt about video conferencing the subcommittee meetings. She explained some of the reasons they have tried videoconferencing are to save money on travel, and to reduce the time it takes to travel to and from the meetings. Some members just don't like to fly. This saves time, by limiting travel and it offers flexibility for people to take a minimum amount of time away from work.

Ms. Bennett stated she understood the need to save money in this economy, but there is some distortion in the video making it difficult to read signs. Also, using the same interpreters in Las Vegas for Carson City is difficult for the interpreters when people talk over each other. There are pros and cons to everything.

Ms. Pearce stated this was more cumbersome for the interpreters with the setting and the lighting, and for the CART provider. There are two or three layers of service we have to accommodate and this may be too cumbersome. She felt meeting in person was much friendlier to the deaf person environment.

Ms. Hammond questioned if there were actual cost savings and was it worth the comfort level of the group. Is it cheaper to have double interpreters and CART for both locations, or to fly a couple of members to Las Vegas? This should be looked at. Ms. Raymond agreed it was something the subcommittee should consider.

- **Selection of a Subcommittee Member to Represent the CCS Subcommittee at Commission on Services for Persons with Disabilities Meetings**

Ms. Raymond questioned what CCS is? Ms. Hammond clarified it was the new acronym assigned to this subcommittee by the ADSD. Ms. Pearl also questioned what CCS stood for. Ms. Hammond suggested the subcommittee could continue to call themselves CAC for the purpose of this meeting.

Ms. Hammond offered to represent the CAC at the CSPD if no one else wanted to do it. Ms. Pearl said she would be happy to volunteer Ms. Hammond. Ms. Pearce ultimately volunteered to be the representative. Ms. Hammond will work with her to develop the reports until she is comfortable with it. Ms. Raymond requested Ms. Hammond accompany Ms. Pearce to the first few CSPD meetings until everyone involved is comfortable.

IV. Aging and Disability Services Division (ADSD) Staff Report

- **Updates Regarding the Latest Amendments to the Interpreter/Communication Access Real Time (CART) Registry**

Ms. Hammond distributed a memo she sent to Mr. Butterworth, the Disability Chief and Ms. Ramm, the Agency Legal Consultant, both for the Aging and Disability Services Division, updating them on the amendments to the Interpreter/CART registry. The biggest changes were to clarify the requirements for deaf mentors, including either the completion of a mentoring course, or having a Degree in interpreting in English, or Deaf Studies, or a like field. They must have an understanding of the mentoring process. Ms. Hammond will send out copies of the new regulations to the subcommittee when they are approved by the LCB. There were also changes allowing ESSE (Educational Sign Skills Evaluation) in addition to the EIPA as an evaluation, to open the doors for more interpreters to be able to be registered. A new rule has been added stating whether they have taken the EIPA or ESSE, all educational interpreters must have passed the written EIPA test to ensure they have the knowledge they need. Finally, interpreters do not have a CEU plan must have a professional development plan in place.

Ms. Raymond mentioned to the new members and guests, that this subcommittee has worked very hard and should be very proud to know Nevada has one of the strictest interpreting bills in the country. She commended Ms. Hammond for starting the interpreting bill process and continuing to improve it and strengthen it.

- **Updates Regarding Emerging Emergency Notification Procedures for the Deaf and Hard of Hearing**

Ms. Hammond stated some states have a wireless program for Emergency Notification for the Deaf and hard of Hearing. Based on her research and the negative comments she received she has decided not to pursue the wireless program at this time. In Clark County there is information you can receive through e-mail and therefore Blackberry for emergency notification. Washoe County offers the same type of system; however she has never received any tests on that system so she doesn't think it works as well as Clark County's.

- **Update on Current Developments in Educating the Deaf (American Sign Language Users) of a DVD Project**

Ms. Hammond stated her Department (ADSD) along with the Health Division has worked to set a DVD regarding Emergency Preparedness. The project is almost finished except creating the DVD's for distribution. Her role in the project was to find actors to play the parts. Ms. Bennett was one of the actresses, along with Trenton Marsh and Jen – a deaf woman from Utah. These were people identified by ASL Communication as good ASL role models. ASL Communication Company paid for the flights, hotels and up front costs of the interpreters. Therefore they are mentioned at the end of the DVD. She looks forward to sharing the DVD with the Subcommittee when it is available.

V. Relay Nevada Report

- **Information Regarding Numbers of Calls Into Relay Nevada and Recent Changes Within Sprint**

Mr. Strom from Sprint presented a PowerPoint presentation for the subcommittee. He explained the minutes for TTY use have been on a decline, but are starting to level out. It is still popular with seniors. CapTel use is not increasing the way it should be which is a signal they need to do more outreach. They expect CapTel minutes to increase over the year; while traditional relay services (TRS) minutes should decrease. They currently had 28 outreach programs and activities in FY10. They had 3 video spots with Nevada Broadcasters Association airing Relay Nevada radio and TV spots statewide.

- **Information About Outreach Efforts for Relay Nevada**

They currently had 28 outreach programs and activities in FY10. They had 3 video spots with Nevada Broadcasters Association airing Relay Nevada radio and TV spots statewide. For FY11 they plan to participate in at least 25 outreach programs and activities statewide and updating the Relay Nevada website. They will be contracting with Buell Advertising to coordinate TV media buys for CapTel PSA to drive up CapTel minutes.

- **Discuss Outreach Efforts and Solicit Ideas for Future Outreach Efforts**

Ms. Hammond demonstrated some of the promotional items Relay Nevada has available including pens, water bottles, phone holders, window shades, and other items all displaying the Relay Nevada logo to hand out at fairs and

display at their booths. DHHARC also hands out some of these items as part of their agreement to help promote Relay Nevada. Mr. Strom asked for suggestions from the subcommittee on what other types of promotional items they would like to see. It was suggested Relay Nevada advertise in the newspaper to which Mr. Strom replied newspapers ads are very expensive and brief, and people tend to just throw them away. Ms. Pearl suggested using the internet, since newspapers are going online and people are going online for their news. Mr. Strom stated this was a great idea and they have used the internet spots in the past and will use them again in the future. Mr. Strom said they are currently working with DHHARC, but like to work with other non-profits as well and asked for suggestions on who he should contact.

Ms. Chrismon from the Southern Nevada Coalition of the Organization for the Deaf and Hard of Hearing said they have eight affiliated offices and would like to have a town hall meeting so that all of the organizations can come together and hear the information Nevada Relay has to offer. Mr. Strom said he would be happy to work with them.

Mr. Florsheim suggested they work with the independent living centers.

Ms. Raymond readdressed the town hall concept. She said the last couple of town hall meetings were not very successful and so she wasn't sure the money was spent wisely. She also recommended Sprint contact the senior citizen organizations in the Las Vegas area. A lot of the seniors are deaf or hard of hearing and would be thrilled to see a demo of the Captel service. She was at a NAD conference in Philadelphia where they had a Sprint booth that displayed the Captel. It is phenomenal, especially for this population. She continued by stating DHHARC can not do everything, they don't have enough staff. We need more people to go do outreach, people for school, church and the deaf community. We need to work together and Ms. Chrismon's coalition group can do that.

Mr. Goldman suggested they contact the American Society for Deaf Children. They are based in Washington, D.C. Mr. Goldman is the chairperson in charge of organizing a Poker Tournament that will be held on November 6 at Caesars Palace. The purpose of the Poker Tournament is to raise funds for the Society and will be used in the deaf community for various needs. This group is a non profit for hearing parents of deaf children. They are growing in this and the LA area, and would give great exposure to Sprint.

VI. Report Regarding Activities of the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC)

Mr. Florsheim was elected Chairperson of the board and has only been seated since July 1. The board consists of Jack Mayes, Jana spoor, Korri Herrera, Theresa Piccinini and himself. Last year was their first year of being

independent of NVAD so for FY11, they will be working on outreach especially to the rural areas. They have funding from Voc. Rehab to offer adult services.

- They are working on setting up an interpreter referral agency in the North, it's not necessary in the South.
- Mr. Florsheim is interested in working with Ms. Hammond and Aging and Disability Services to find ways to provide services to senior citizens. There are many seniors with hearing loss who would benefit from Captel and other services. When people hear DHHARC they think it is not for them because they are not deaf or do not sign. DHHARC wants to do more outreach to those who are hard of hearing, especially the senior population.
- They are writing and eliciting more grants and wish to collaborate with several different organizations, particularly in Southern Nevada.
- In the future DHHARC would like to coordinate more parent and youth activities and provide cultural sensitivity training with hospitals, police and fire departments.
- The DHHARC will be moving to a larger facility on West Wind and Sahara. It is not far from where they are now; they wanted to stay close to the independent living centers and the advocacy law center. It will have a training room for workshops and adult education.

Ms. Raymond asked Mr. Florsheim to return to the CAC in the fall and report on the outcomes of their goals like how many clients, what types of services, and how many educational programs they are offering.

VII. Discussion and Formulation of a Mission Statement for the Subcommittee

Ms. Hammond asked the Subcommittee if they were interested in having a mission statement to make the group more cohesive. Ms. Pearl agreed it would be helpful to have a mission statement and bylaws in writing to be published and available. They already have bylaws written. Ms. Hammond would like to review the statute and update the subcommittee bylaws at the next meeting to post on the DHHS website.

VIII. Consider Agenda Items for Next Meeting

Ms. Raymond would like to discuss the roles of the CAC Subcommittee members and to see them strengthened legislatively. She does not want to wait every two years to offer legislation and amendments to the NRS's. These members see changes in technology, in the deaf community and culture every day and need to voice it. In addition, she would like to have the subcommittee meet more than three times a year. With the deaf community growing and all of the changes, three meetings a year are not enough. Ms. Hammond replied the PUC has only approved three meetings per year. Due to costs, that is all that they will approve, but the Subcommittee could look for other funding sources. Ms. Hammond also reminded everyone this has always been an advisory committee. Now that they are a subcommittee of the Commission on Services for Persons with Disabilities, Commissions usually have a little more pull. She suggested developing their relationship with Gary Olsen, who is a deaf member on the Commission. He is concerned with keeping deaf issues at the forefront.

IX. Schedule Next Meeting

Ms. Hammond suggested having a meeting in January before the budget is due to the PUC in February, but they could meet sooner also. It was decided the subcommittee will meet again in October. They will coordinate a date through e-mail.

X. Public Comment

- Mr. Goldman commented on the video conferencing set up. He suggested setting the tables in a U-shaped will work better with an operator to focus the camera on whoever is speaking.
- Mr. Shade agreed with Mr. Goldman in that the U shape would be better for the videoconferencing.
- Ms. Raymond reported she had attended the NAD conference in Philadelphia. She said it was very successful and well run. The new CEO is phenomenal and very balanced. He wants to incorporate not only deaf people into NAD, but hard of hearing as well. The whole event was fabulous and she wished they could have one here in Nevada.

XI. Adjournment

The meeting adjourned at 1:00 pm